



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

McLeodUSA Telecommunications Services, L.L.C.
PAETEC Business Services
for quarter ending June 30, 2006

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	82.00 *	10.90 *	11.50 *	34.80 *
B. Operator Answer Time - Information [730.510(a)(1)]	8.20	10.90 *	11.50 *	10.20 *
C. Repair Office Answer Time [730.510(b)(1)]	83.65 *	138.03 *	161.65 *	127.78 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	47.82	128.50 *	142.95 *	106.42 *
E. Percent of Service Installations [730.540(a)]	98.40%	96.00%	98.10%	97.50%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	98.30%	98.00%	97.80%	98.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.10	1.00	1.20	1.10
H. Percent Repeat Trouble Reports [730.545(c)]	10.20%	8.70%	6.40%	8.30%
I. Percent of Installation Trouble Reports [730.545(f)]	3.40%	3.90%	3.80%	3.70%
J. Missed Repair Appointments [730.545(h)]	2	8	8	6
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments

During Q02, all call volume was transitioned to a new vendor. Due to the learning curve on the program, as well as adjusted staffing requirements, Answer time (730 C & D) fell short of the expected levels.

Have increased staffing to handle volume.



**State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing**

**McLeodUSA Telecommunications Services, L.L.C.
PAETEC Business Services
for quarter ending June 30, 2006**